

Step by Step Instruction: How to Submit a Claim using CNP Web

Professional Standards Learning Code 3310
Length: 30 minutes



Revised March 2016

"How to Submit a Claim using CNP Web" is intended for the School Food Authorities in the state of Arizona. All regulations are specific to operating the National School Lunch Program under the direction of the Arizona Department of Education.

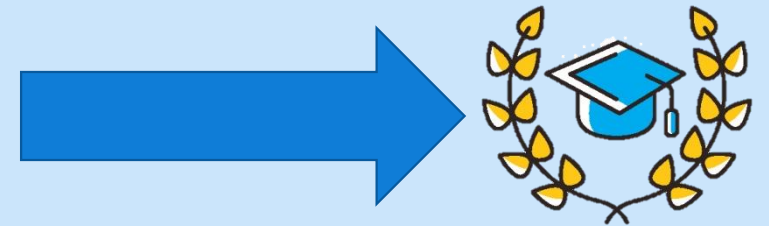
Objectives

The Step by Step Instructions: How to Submit a Claim using CNP Web will:

- Briefly explain claiming for reimbursement;
- Provide best practices for when to submit monthly claims;
- Review how to log in and submit a claim;
- Review frequently asked questions;
- Review common errors that occur when submitting a claim.

Comprehension Check

- Throughout this guide there will be comprehension quiz questions to test your knowledge and help you apply what you're learning.
- Be sure to review these quiz questions and the answers, available within the guide.
- This icon will indicate a comprehension quiz question, and the background of the slides will be a light blue like you see on this slide.



How to Submit a Claim using CNP Web

The Step by Step Instruction will review:

Claiming for Reimbursement	Slides 5-11
Log into CNP Web	Slides 12-18
Submitting a Claim	Slides 19-27
Claiming FAQ	Slides 28-38
Out of Range Error	Slide 39-40

Claiming for Reimbursement

Claim for Reimbursement

Federal reimbursement is provided for each meal that meets program requirements and is served to an eligible student. To obtain this reimbursement, school personnel must accurately count, record, and claim the number of meals actually served to students by category, i.e., paid, reduced-price, or free, at the point of service. The number of meals claimed for reimbursement must have adequate documentation on file to support the claim.

Claiming with CNP Web

Claiming with CNP Web

- In Arizona, LEAs submit electronic site-based claims for the total reimbursable meal counts (per F/R/P) for each operating month.
- LEAs will use the application CNP Web within Common Logon.
- Based on the LEA's participation in Child Nutrition Programs, the CNPWeb claim will provide fields for NSLP, SBP and Afterschool Care Snack Program as appropriate.

CNP Web Best Practices

Best Practices related to Common Logon

- Users are representing the LEA and have the responsibility to submit valid claims for reimbursement.
- CNP Web will provide an electronic date stamp containing the user name, date and time the action occurred (i.e. submitted claim).
- It is recommended to have more than one representative have access to CNP Web to submit claiming in the event one user is unavailable.
- If the staff member leaves the LEA, their username must be deleted and cannot be shared among staff (ideally, the LEA would have another the individual with already established CNP Web access to submit the claim).

Comprehension Check

How many people does ADE recommend have access to CNP Web in Common Logon?

- A. Just one. The information submitted is confidential and the fewer people who have access, the better.
- B. At least two. This helps ensure there will be someone at the site who can submit the claim in the event one person is unavailable.
- C. Everyone involved in the food service operation should have access to CNP Web in Common Logon.



Comprehension Check

How many people does ADE recommend have access to CNP Web in Common Logon?

- A. Just one. The information submitted is confidential and the fewer people who have access, the better.
- B. At least two. This helps ensure there will be someone at the site who can submit the claim in the event one person is unavailable.**
- C. Everyone involved in the food service operation should have access to CNP Web in Common Logon.

If only one person has access to CNP Web in Common Logon and that person is out of the office unexpectedly, or leaves their position, the LEA will not be able to submit a claim until someone else receives Common Logon access. Having at least 2 people with Common Logon access will ensure there's a backup plan in the event one person is unable to submit the claim.



Claiming Timeframes

When can I submit my claim?

- Claims submitted by the 10th of each month will be paid during the month of submission
- Claims for current month can be submitted starting the 1st day of the month following claim month
- Claims cannot be submitted in the current month for the month ahead

<i>November 1-10th</i> <i>Submit claim for operating month of October</i>	<i>December 1-10th</i> <i>Submit claim for operating month of November</i>	<i>January 1-10th</i> <i>Submit claim for operating month of December</i>
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- Claims can be submitted for previous months within the 60 day deadline

Log into CNP Web

Log into
CNP Web

Go to the ADE health and Nutrition Webpage:
<http://www.azed.gov/health-nutrition/>

The screenshot shows the Arizona Department of Education's Health & Nutrition Services webpage. At the top, the Arizona Department of Education logo is on the left, and social media links for Facebook and Twitter, along with the AZ.GOV logo, are on the right. A navigation bar contains links: HOME, ALL PROGRAMS, STAFF DIRECTORY, CONTACT ADE, FAQ, SCHOOL REPORT CARDS, COMMON LOGON, and ADECONNECT. Below this is a banner with five images: a smiling girl, a woman with a child, a boy with a soccer ball, a girl eating, and a woman on a bicycle. The banner text reads "HEALTH & NUTRITION SERVICES". Below the banner is a breadcrumb trail: Home | Child/ Adult Nutrition Programs | School Nutrition Programs | School Health Programs | School Food Programs | Memos | % Free/ Reduced. The main content area is divided into three columns. The left column, titled "HNS PROGRAMS", lists: Home, Child/ Adult Nutrition Programs, School Nutrition Programs, School Health Programs, School Food Programs, Memos, and % Free/ Reduced. The middle column, titled "Overview of Health & Nutrition Services", includes a paragraph about the function of these services and a "Hot Topics Blog" with links to "Action for Healthy Kids Grants", "How to Apply for SFSP", "2016 Summer Food Service Program Applications", and "2016 CACFP Week Poster Contest". The right column features a vertical stack of yellow buttons: "Hot Topics", "Event Registration", "Financial Info", "FAQ", "Civil Rights", and "Contact Us".

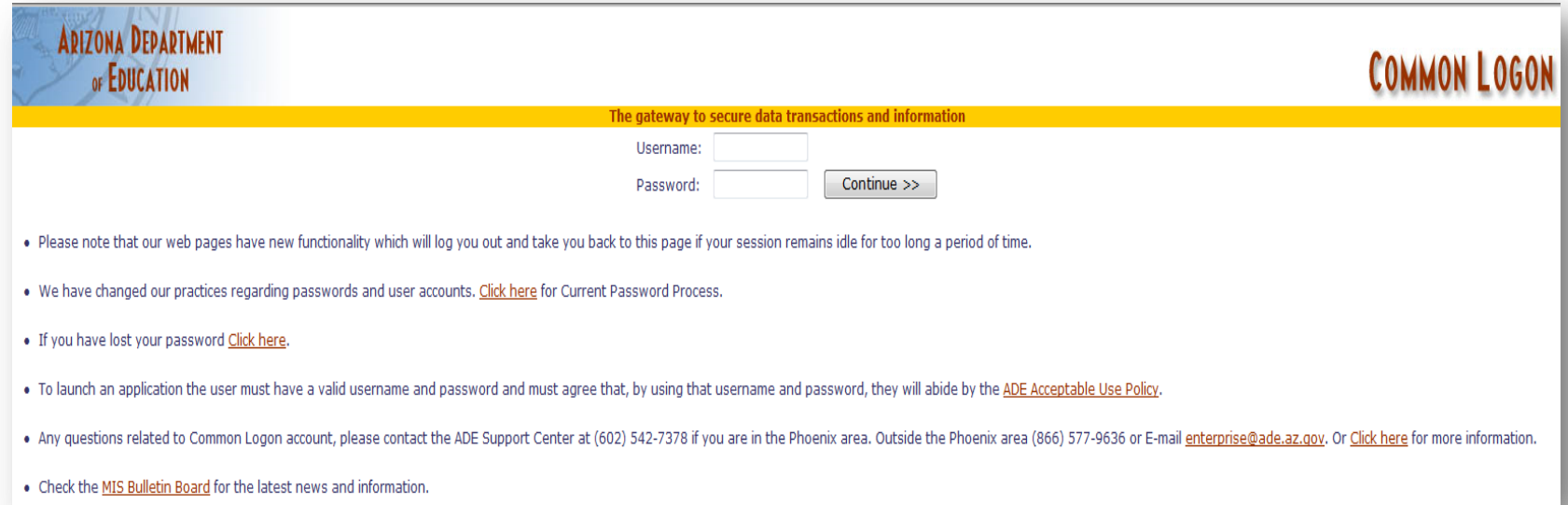
Log into CNP Web

Locate “Common Logon” on the upper right of the webpage. Click on the Common Logon link



Log into CNP Web

A new webpage will load. It should look like this screen:



The screenshot shows the 'COMMON LOGON' page for the Arizona Department of Education. At the top left is the 'ARIZONA DEPARTMENT OF EDUCATION' logo. At the top right is the text 'COMMON LOGON'. Below the logo is a yellow banner with the text 'The gateway to secure data transactions and information'. Underneath the banner are two input fields: 'Username:' and 'Password:'. To the right of the 'Password:' field is a button labeled 'Continue >>'. Below the input fields is a list of five bullet points providing additional information and links.

- Please note that our web pages have new functionality which will log you out and take you back to this page if your session remains idle for too long a period of time.
- We have changed our practices regarding passwords and user accounts. [Click here](#) for Current Password Process.
- If you have lost your password [Click here](#).
- To launch an application the user must have a valid username and password and must agree that, by using that username and password, they will abide by the [ADE Acceptable Use Policy](#).
- Any questions related to Common Logon account, please contact the ADE Support Center at (602) 542-7378 if you are in the Phoenix area. Outside the Phoenix area (866) 577-9636 or E-mail enterprise@ade.az.gov. Or [Click here](#) for more information.
- Check the [MIS Bulletin Board](#) for the latest news and information.



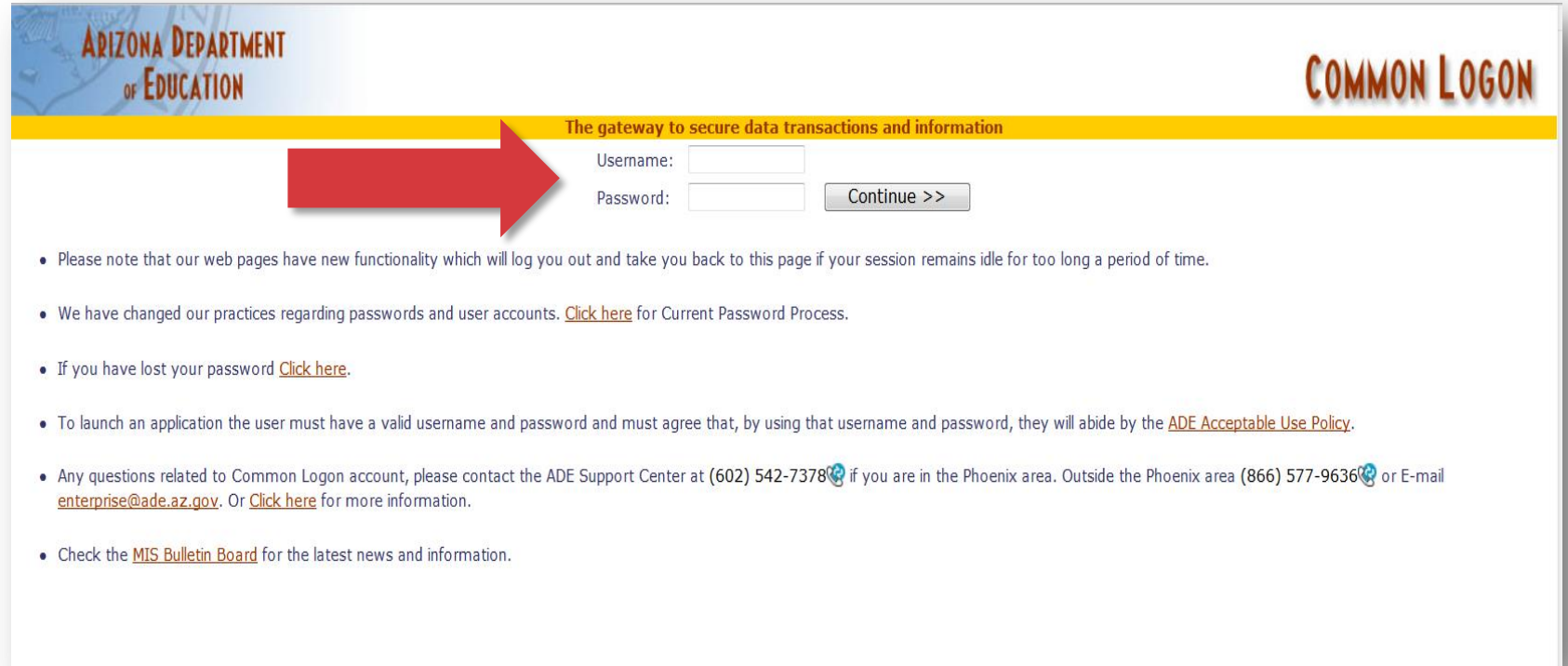
You must have a user name and password in order to access Common Logon.

At <http://www.azed.gov/health-nutrition/nslp/program-forms/>

1. Read the Online Training Manual
2. Complete the Requesting Common Logon Permissions for NSLP, and send to ADE.
3. Receive Common logon username and password in 7-10 days

Log into CNP Web

Enter your Username and Password.



ARIZONA DEPARTMENT
of EDUCATION

COMMON LOGON

The gateway to secure data transactions and information

Username:

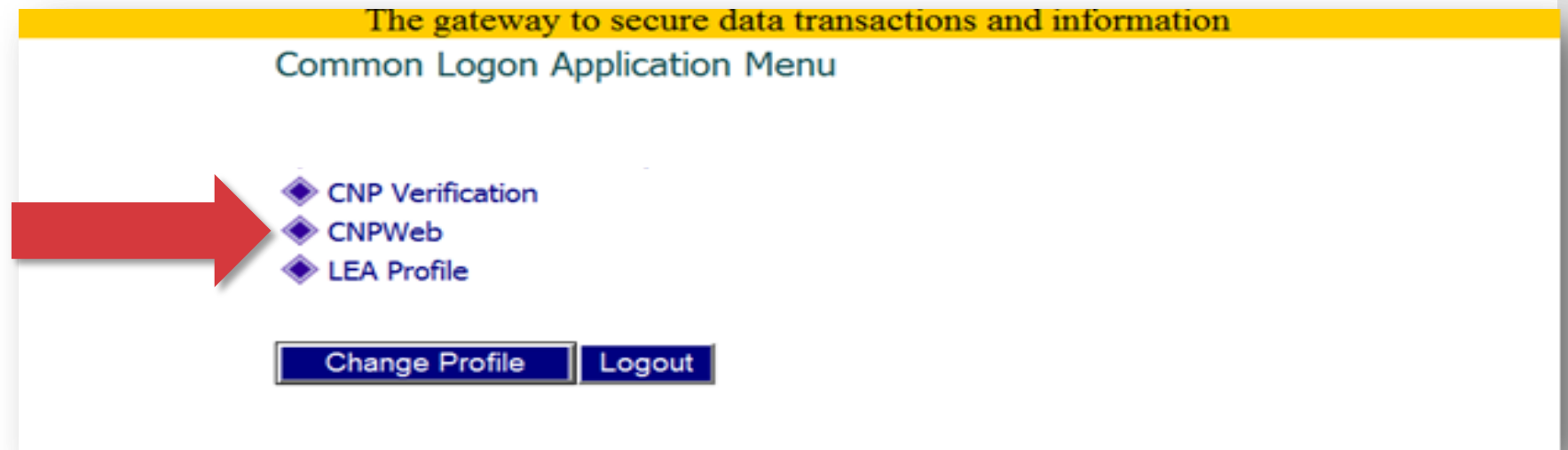
Password:

Continue >>

- Please note that our web pages have new functionality which will log you out and take you back to this page if your session remains idle for too long a period of time.
- We have changed our practices regarding passwords and user accounts. [Click here](#) for Current Password Process.
- If you have lost your password [Click here](#).
- To launch an application the user must have a valid username and password and must agree that, by using that username and password, they will abide by the [ADE Acceptable Use Policy](#).
- Any questions related to Common Logon account, please contact the ADE Support Center at (602) 542-7378 or if you are in the Phoenix area. Outside the Phoenix area (866) 577-9636 or E-mail enterprise@ade.az.gov. Or [Click here](#) for more information.
- Check the [MIS Bulletin Board](#) for the latest news and information.

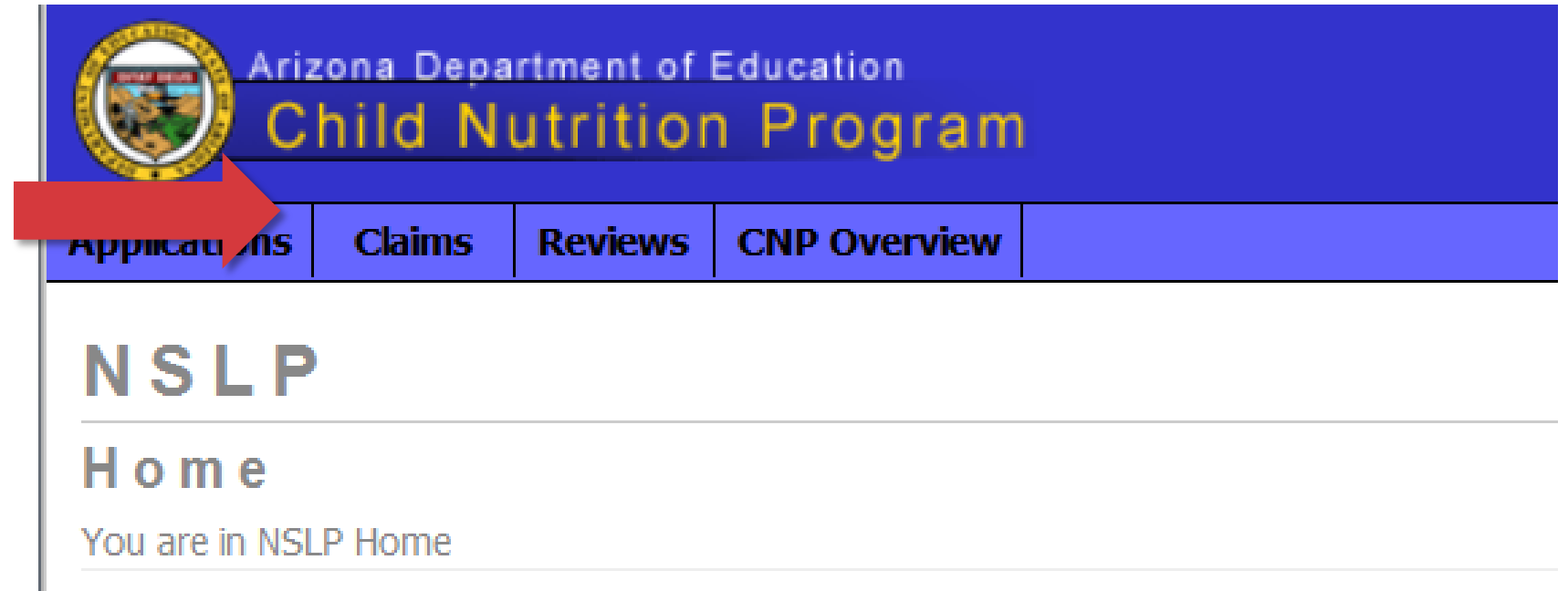
Log into
CNP Web

Click on CNP Web.



Log into
CNP Web

At the top of the webpage, click on Claims.



Submitting a Claim

Submitting a Claim

Claims are submitted monthly. Use the search below to access the month you are wanting to submit a claim for.

Arizona Department of Education
Child Nutrition Program

Applications Claims Reviews CNP Overview

NSLP

NSLP Claims Index for September 2015

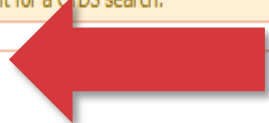
You are in [NSLP Home](#) > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your logon.
Use the drop-down lists to make your selections and click "Apply".
Clicking 'Apply' will find Sponsors or Sites whose names contain the entered text or whose CTDS numbers begin with the entered text.
You must enter at least one character for a Name search, or at least one numeric digit for a CTDS search.

Program Year: 2016 ▼ Month: September ▼

Search for: Sponsor ▼ where Name ▼ contains


You can enter search criteria in



Using the drop down, make your program year and month selections. Then click Apply.

Submitting a Claim

The page will load and a list of all sites will show. A claim will be submitted for each site.



Arizona Department of Education
Child Nutrition Program

ApplicationsClaimsReviewsCNP Overview

NSLP

NSLP Claims Index for September 2015

You are in NSLP Home > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your login.
Use the drop-down lists to make your selections and click "Apply".
Clicking "Apply" will find Sponsors or Sites whose names contain the entered text or whose CTDS numbers begin with the entered text.
You must enter at least one character for a Name search, or at least one numeric digit for a CTDS search.

Program Year: 2016Month: SeptemberApply

Search for: Sponsorwhere Namecontains alhambraExpand AllCollapse All

Alhambra Elementary District (07-04-68)

[View Meal Service Summary](#)
[View Payment Summary](#)
[View Accounts Payable/Receivable](#)
[View Advance Summary](#)

January

Alhambra College Preparatory High School (07-85-54-001)
▶ [Create New Claim](#)

Alhambra Traditional School (07-04-68-101)
▶ [Create New Claim](#)

Andalucia Middle School (07-04-68-102)
▶ [Create New Claim](#)

Barcelona Middle School (07-04-68-104)
▶ [Create New Claim](#)

Carol G. Peck Elementary School (07-04-68-105)
▶ [Create New Claim](#)

Catalina Ventura School (07-04-68-106)
▶ [Create New Claim](#)

Click Create New Claim to begin the process of submitting claims.

Entering meal counts into a Site Claim

Applications

Claims

Reviews

CNP Overview

You are logged in as Crystal Kalahar

Claims

NSLP Site Claim

You are in NSLP Home > Claims Index > NSLP Site Claim

Enter the information into the form. For meal quantities that are unknown or none served, enter zero (0). Click **Save** to save your changes or click **Cancel** to disregard your changes since the last save. Be sure to enter only *whole numbers* (no decimals/cents).

Annie Kellond Elementary School

(10-02-01-275)

Sponsored by Tucson Unified District (10-02-01)
2012 Program Year
January
Original Claim
Paid

Regular Claim

Breakfast - Severe Need

Number of Days Served:	20	Enter number of days breakfast was served during the claim month.
Free Meals Served:	1695	Enter number of free breakfasts served during the claim month.
Reduced-Price Meals Served:	191	Enter number of reduced breakfasts served during the claim month.
Paid Meals Served:	122	Enter number of paid breakfasts served during the claim month.
Total Meals Served:	2008	The program will add up the breakfasts automatically.
Participants Approved for Free Meals:	277	This is the number of students eligible for free breakfasts. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Approved for Reduced-Price Meals:	49	This is the number of students eligible for reduced breakfasts. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Approved for Paid Meals:	158	This is the number of students eligible for paid breakfasts. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Enrolled:	484	Enter total number of students enrolled during the claim month. This number may not match the total of approved participants for free, reduced and paid meals.

Lunch - High Rate

Number of Days Served:	20	Enter number of days lunch was served during the claim month.
Free Meals Served:	4622	Enter number of free lunches served during the claim month.
Reduced-Price Meals Served:	748	Enter number of reduced lunches served during the claim month.
Paid Meals Served:	1235	Enter number of paid lunches served during the claim month.
Total Meals Served:	6605	The program will add up the lunches automatically.
Participants Approved for Free Meals:	277	This is the number of students eligible for free lunches. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Approved for Reduced-Price Meals:	49	This is the number of students eligible for reduced lunches. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Approved for Paid Meals:	158	This is the number of students eligible for paid lunches. This number can change throughout the month; always choose the highest number eligible for the month .
Participants Enrolled:	484	Enter total number students enrolled during the claim month. This number may not match the total of approved participants for free, reduced and paid meals.

Afternoon Snack - High Rate

Number of Days Served:	20	Enter number of days snack was served during the claim month.
Free Meals Served:	1084	Enter number of free snacks served during the claim month.
Participants Enrolled:	484	Enter total number of students enrolled during the claim month. This number may not match the total number of approved participants for free, reduced and paid snacks.

Attendance Factor

Attendance Factor:	94.77 %	Attendance Factor auto-fills. *Reminder* This is the number used in the Daily Edit .
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Save

Delete

Cancel

Created by Dina Hansford on 2/9/2012 at 12:54:50 PM
Modified by Dina Hansford on 2/9/2012 at 12:56:40 PM
Submitted by Dina Hansford on 2/9/2012 at 1:05:24 PM

Using your Daily Edit Check, enter in all the information for the meal service you operate.

When all the information has been entered, go to the next slide.

Entering meal counts into a Site Claim

Applications

Claims

Reviews

CNP Overview

You are logged in as Crystal Kalahar

Claim

NSLP Site Claim

You are in NSLP Site Claim > Claims Index > NSLP Site Claim

Help | Logoff

Enter the information into the form. For meal quantities that are unknown or none served, enter zero (0). Click **Save** to save your changes or click **Cancel** to disregard your changes since the last save. Be sure to enter only *whole numbers* (no decimals/cents).

Annie K Elementary School

(10-02-01-275)

Sponsored by Tucson Unified District (10-02-01)

2012 Program Year

January

Original Claim

Paid

Regular Claim

Breakfast - Severe Need

Number of Days Served: 20

Free Meals Served: 1695

Reduced-Price Meals Served: 191

Paid Meals Served: 122

Total Meals Served: 2008

Participants Approved for Free Meals: 277

Participants Approved for Reduced-Price Meals: 49

Participants Approved for Paid Meals: 158

Participants Enrolled: 484

Lunch - High Rate

Number of Days Served: 20

Free Meals Served: 4622

Reduced-Price Meals Served: 748

Paid Meals Served: 1235

Total Meals Served: 6605

Participants Approved for Free Meals: 277

Participants Approved for Reduced-Price Meals: 49

Participants Approved for Paid Meals: 158

Participants Enrolled: 484

Afternoon Snack - High Rate

Number of Days Served: 20

Free Meals Served: 1084

Participants Enrolled: 484

Attendance Factor

Attendance Factor: 94.77 %

Enter number of days breakfast was served during the claim month.

Enter number of **free** breakfasts served during the claim month.

Enter number of **reduced** breakfasts served during the claim month.

Enter number of **paid** breakfasts served during the claim month.

The program will add up the breakfasts automatically.

This is the number of students eligible for **free** breakfasts. This number can change throughout the month; always choose the **highest number eligible for the month.**

This is the number of students eligible for **reduced** breakfasts. This number can change throughout the month; always choose the **highest number eligible for the month.**

This is the number of students eligible for **paid** breakfasts. This number can change throughout the month; always choose the **highest number eligible for the month.**

Enter **total number of students enrolled** during the claim month. This number may not match the total of approved participants for free, reduced and paid meals.

Enter number of days lunch was served during the claim month.

Enter number of free lunches served during the claim month.

Enter number of reduced lunches served during the claim month.

Enter number of paid lunches served during the claim month.

The program will add up the lunches automatically.

This is the number of students eligible for **free** lunches. This number can change throughout the month; always choose the **highest number eligible for the month.**

This is the number of students eligible for **reduced** lunches. This number can change throughout the month; always choose the **highest number eligible for the month.**

This is the number of students eligible for **paid** lunches. This number can change throughout the month; always choose the **highest number eligible for the month.**

Enter **total number students enrolled** during the claim month. This number may not match the total of approved participants for free, reduced and paid meals.

Enter number of days snack was served during the claim month.

Enter number of free snacks served during the claim month.

Enter **total number of students** enrolled during the claim month. This number may not match the total number of approved participants for free, reduced and paid snacks.

Attendance Factor auto-fills. *Reminder* This is the number used in the **Daily Edit.**

Save

Delete

Cancel

Created by Dina Hansford on 2/9/2012 at 12:54:50 PM

Modified by Dina Hansford on 2/9/2012 at 12:56:40 PM

Submitted by Dina Hansford on 2/9/2012 at 1:05:24 PM

1. Click **SAVE.**


2. To go back to the Claims home screen, click on the blue menu bar **Claims.**

23

Submitting a Claim

Once all claims have been entered and “Saved”, you must submit the claims to ADE.

Click Submit All Claims



Arizona Department of Education
Child Nutrition Program

ApplicationsClaimsReviewsCNP Overview

NSLP

NSLP Claims Index for September 2015

You are in NSLP Home > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply". Clicking 'Apply' will find Sponsors or Sites whose names contain the entered text or whose CTDS numbers begin with the entered text. You must enter at least one character for a Name search, or at least one numeric digit for a CTDS search.

Program Year: 2016Month: SeptemberApply

Search for: Sponsorwhere Namecontains alhambraExpand AllCollapse All

[View Meal Service Summary](#)[View Payment Summary](#)[View Accounts Payable/Receivable](#)[View Advance Summary](#)

Reminder: You must submit your claims by clicking the link below to receive reimbursement.

[Submit All Claims](#)

January

Mary Mcleod Bethune School (07-04-01-101)

Submitting a Claim

A window will pop up, you must click Yes to the Certification Statement.

The screenshot shows the Arizona Department of Education's Child Nutrition Program website. The header includes the state seal and the program name. A navigation bar contains links for Applications, Claims, Reviews, and CNP Overview. The main content area is titled 'NSLP Claims Index for September 2015' and includes a breadcrumb trail 'You are in NSLP Home > NSLP Claims Index'. A yellow warning box states: 'If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply". Clicking "Apply" will find Sponsors or Sites whose names contain the entered text or whose C... You must enter at least one character for a Name search, or at least one numeric digit for a...'. Below this is a search form with fields for Program Year (2016), Month (September), Search for (Sponsor), where (Name), and contains (alhambra), with an Apply button. A list of links is provided: View Meal Service Summary, View Payment Summary, View Accounts Payable/Receivable, and View Advance Summary. A red reminder text says: 'Reminder: You must submit your claims by clicking the link below to rec... Submit All Claims'. Below this is the text 'January' and 'Mary Mcleod Bethune School (07-04-01-101)'. Overlaid on the right is a 'VBScript: Certification Statement' dialog box with the text: 'I certify that, to the best of my knowledge and belief, the site claim(s) being submitted are true, correct and in accordance with the terms of the agreement; that records are available to support the claims; that all approved sites were operated; and that payment has not yet been received for such claims.' It has Yes and No buttons. A red arrow points from a box at the bottom right to the Yes button, with the text 'Click yes to complete the submission.'

Arizona Department of Education
Child Nutrition Program

Applications Claims Reviews CNP Overview

NSLP

NSLP Claims Index for September 2015

You are in **NSLP Home** > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply". Clicking "Apply" will find Sponsors or Sites whose names contain the entered text or whose C... You must enter at least one character for a Name search, or at least one numeric digit for a...

Program Year: 2016 Month: September Apply

Search for: Sponsor where Name contains alhambra

- View Meal Service Summary
- View Payment Summary
- View Accounts Payable/Receivable
- View Advance Summary

Reminder: You must submit your claims by clicking the link below to rec...
Submit All Claims

January
Mary Mcleod Bethune School (07-04-01-101)

VBScript: Certification Statement

I certify that, to the best of my knowledge and belief, the site claim(s) being submitted are true, correct and in accordance with the terms of the agreement; that records are available to support the claims; that all approved sites were operated; and that payment has not yet been received for such claims.

Yes No

Click yes to complete the submission.

Comprehension Check

What must you do to submit your claims?

- A. Click Save at the bottom of each claim. This submits it to ADE.
- B. Email your specialist when all claims have been filled out. They will click submit from their office.
- C. Click on Submit All Claims above the month and certify the information is accurate.



Comprehension Check

What must you do to submit your claims?

- A. Click Save at the bottom of each claim. This submits it to ADE.
- B. Email your specialist when all claims have been filled out. They will click submit from their office.
- C. **Click on Submit All Claims above the month and certify all information is accurate.**

Claims are not submitted until you have clicked the Submit All Claims button and certified that the information is complete and accurate. Refer to slides 24 and 25 for guidance on where these 2 buttons are located.



Frequently Asked Questions

Submitting a Claim

How am I sure the claim was submitted?

- You must hit the "Submit All Claims" link located under the red reminder.

Reminder: You must submit your claims by clicking the link below to receive reimbursement.

[▶ Submit All Claims](#)

- Claims must be in submitted status to receive reimbursement.

February

Agua Caliente School (10-02-13-105)

[▶ View Site Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
View		Original	Regular Claim	Submitted	03/01/2012 7:10a	Submitted by Cathy Dohoney on 03/01/2012 at 7:27 AM

- Claims left in pending status are not considered timely. Claims left in this status will not be paid.
- When looking at the Submitted to Accounting date, add 10 business days to estimate check mail date or call the payment information line at (602) 542-5300.

Revising a Claim

Am I able to revise my claim?

- Claims, even in submitted status, can be revised up until the 10th and all reimbursement will come together in that month.
- Revised claims may be submitted after the original claim has been paid and the additional amount will be added to the next claim. The revision must be submitted within 60 days.

Revised Claim

If I accidentally revise my claim, what do I do?

Any claim in pending or submitted status can be deleted. Go into the claim by clicking on the Edit link, scroll down to the bottom of the page, and click on Delete. A box will pop up asking you to confirm that you want to delete. Click on delete and the claim will be deleted permanently. Zeroing out the information boxes on the claim will not eliminate the claim and could cause an issue in the future if accidentally submitted.

Combining Claims

Can I combine two months in one claim?

- At the beginning of the school year, the first two claims may be combined if not more than 10 days of program operation occurred in the first month.
- At the end of the school year, May and June claims may be combined if not more than 10 days of program operation occurred in June.
- June and July claims may not be combined due to the reimbursement rate change in July.
- The end of the federal fiscal year claim (September) cannot be combined with the beginning of the next federal fiscal year claim (October).

60 Day Timeframe

It is December 10th and I am submitting the November claim but see that I forgot to submit my October claim in November. When is it too late to submit the October claim?

Claims can be submitted for previous months within 60 days from the end of the claim month.

For this example, the claim month is October. The last day to submit the October claim is December 30th (60 days from October 31st).

One-Time Exception

What if I need to submit a claim, but it is past the 60 days?

First time claims or upward revisions of claims 60 days past claim month can only be submitted as a One Time Exception, which can only be used once every 36 months. To check your eligibility, contact Mary Nesteruck.

If you are eligible to use the one-time exception, use the form "Request for One-Time Exception Form" found on the Financial Information for Health and Nutrition Services webpage: <http://www.azed.gov/health-nutrition/financial-information/>.

Comprehension Check

What is a One-Time Exception and how often can it be used?

- A. The One-Time Exception allows you to make one revision to your claim, and it can be used every month.
- B. The One-Time Exception allows you to submit or revise a claim after the 60 day deadline has passed. It can be used once every 36 months.
- C. The One-Time Exception allows you to submit one inaccurate claim. It can be used once per year.



Comprehension Check

What is a One-Time Exception and how often can it be used?

- A. The One-Time Exception allows you to make one revision to your claim, and it can be used every month.
- B. The One-Time Exception allows you to submit a claim or do an upward revision after the 60 day deadline has passed. It can be used once every 36 months.**
- C. The One-Time Exception allows you to submit one inaccurate claim. It can be used once per year.

All claims must be submitted and revised within 60 days of the end of the claim month. If a claim needs to be revised to increase the amount of reimbursement received, or if a claim needs to be submitted after this 60-day deadline, the One Time Exception can be used. It is only available one time per LEA in a 36-month period.



Direct Deposit

How can I do a direct deposit?

Direct deposit (ACH) is the recommended form of reimbursement. The State of Arizona Direct Deposit Form can be found on the ADE website at <http://www.azed.gov/health-nutrition/financial-information/> under the Forms and Instructions Heading. Fill out the form as instructed and mail it to the address at the top of the form. The Arizona General Accounting Office (GAO) is responsible for verifying and entering the financial information submitted by the sponsor. ADE does not have access to the form or the financial information contained within it. Any questions regarding this should be directed to the Arizona GAO at 602-542-5601.

Once the information is verified and the sponsor is authorized for direct deposit, I will change the reimbursement type to direct deposit. After the first deposit, the sponsor will receive a request to verify the deposit from the GAO. If not verified, the reimbursement type will be changed back to regular check. If the request is returned as verified, reimbursements will then continue to be paid as direct deposit until the sponsor requests the GAO in writing to discontinue.

Reimbursement Rates

What are the Reimbursement Rates?

Arizona Department of Education (ADE) posts reimbursement rates for the National School Lunch Program and School Breakfast Program as soon as possible after July 1 on the ADE webpage titled [Program Forms](#). These reimbursement rates are in effect from July 1 through June 30.

There are two different types of reimbursement for NSLP and SBP based on lunch claims submitted two years prior.

- NSLP: reimbursed at the Regular or High Rate
 - To be eligible for the high rate, 60 percent or more of a sponsor's total lunches served in the second preceding year (two years earlier) must have been served free or at a reduced-price.
- SBP: reimbursed at the Regular or Severe Need Rate
 - To be eligible for the severe need rate, 40 percent or more of a site's total lunches served in the second preceding school year (two years earlier) must have been served free or at a reduced-price.

Menus certified by ADE will receive an additional six cents of reimbursement in addition to the standard reimbursement rates for free, reduced-price, and paid lunch meals only. Additional reimbursement is not available for breakfast meals.

Out of Range Error

“Out of Range” Error

What should I do if I am receiving an “out of range” error?

- When a saved claim shows an out of range error, double check claim entries to verify all information is correct.
- Check the ADE established attendance factor. An error will occur if actual attendance is higher.
 - If the established attendance factor is incorrect, fill out the [Attendance Factor Calculation Sheet](#) and fax it to the Health & Nutrition Services Unit, Financial Services.
 - Public Schools use an attendance factor that is based on information from the 40th Day Report.
 - State Schools, Correctional Institutions, and Residential Child Care Institutions use a 99% attendance factor.

Technical Assistance

If you have any questions about
submitting a claim,

contact

Finance and Operations Claims

Specialist: 602-542-8700

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